# Quality of Life Surveys for Medicaid Long Term Services and Supports Participants
## Solicitation No: MDH OPASS-20-18375
## eMMA#BPM015767
## September 25, 2019

RFP Questions and Answers Part 2

1. **Question**: Please provide an approximate count of clients back on region to be surveyed?
   **Answer:** See table on page four for an estimate of the distribution of participants across jurisdictions.

**Number of Program Participants:**

| Jurisdiction | CFC | CO | CPAS | ICS | Total |
|---|---|---|---|---|---|
| Allegany | 172 | 55 | 21 | 0 | 248 |
| Anne Arundel | 331 | 208 | 19 | 2 | 560 |
| Baltimore | 1118 | 744 | 70 | 4 | 1936 |
| Baltimore City | 1854 | 884 | 171 | 3 | 2912 |
| Calvert | 64 | 27 | 5 | 1 | 97 |
| Caroline | 85 | 31 | 6 | 0 | 122 |
| Carroll | 77 | 83 | 7 | 0 | 167 |
| Cecil | 121 | 59 | 4 | 1 | 185 |
| Charles | 158 | 104 | 7 | 3 | 272 |
| Dorchester | 60 | 39 | 9 | 0 | 108 |
| Frederick | 142 | 48 | 8 | 0 | 198 |
| Garrett | 87 | 25 | 9 | 1 | 122 |
| Harford | 251 | 69 | 12 | 0 | 332 |
| Howard | 414 | 194 | 17 | 1 | 626 |
| Kent | 19 | 25 | 2 | 0 | 46 |
| Montgomery | 1899 | 485 | 98 | 7 | 2489 |
| Prince George's | 825 | 421 | 31 | 5 | 1282 |
| Queen Anne's | 19 | 25 | 3 | 0 | 47 |
| Somerset | 60 | 37 | 5 | 0 | 102 |
| St. Mary's | 53 | 30 | 9 | 1 | 93 |
| Talbot | 37 | 9 | 5 | 0 | 51 |
| Washington | 108 | 44 | 8 | 1 | 161 |
| Wicomico | 151 | 75 | 7 | 1 | 234 |
| Worcester | 54 | 47 | 4 | 0 | 105 |
| Grand Total | 8159 | 3768 | 537 | 31 | 12495 |

2. **Question**: If the information expected to be uploaded or manually typed into the LTSS system?
   **Answer:** The Contractor must manually enter survey data into LTSSMaryland.

3. **Question**: If internet services is required for the data entry is there and off line version if there is no internet available?
   **Answer:** There is no offline version of the survey. LTSSMaryland is a cloud-based system and requires the Internet to access.

4. **Question:** Please specify which languages are required to perform this survey
   **Answer:** Please find below data on the languages for current participants when indicated in LTSSMaryland. We have not yet analyzed data from previous surveys so we are unable to provide the percentage of previous respondents who speak a language other than English.

| Row Labels | Count of Identifier Value |
|---|---|
| Chinese | 606 |
| English | 9616 |
| French | 28 |
| German | 7 |
| Korean | 488 |
| Kru, Ibo, Yoruba | 20 |
| Other | 814 |
| Russian | 1363 |
| Spanish | 330 |
| Tagalog | 25 |
| Vietnamese | 111 |
| (blank) | 499 |
| **Grand Total** | **13907** |

5. **Question:** To comply with HIPPA regulations please clarify how the data gathered or placed on the offerors laptop will be destroyed?
   **Answer:** The Contractor should destroy all data in line with the information provided under IV Term and Termination of this RFP.

6. **Question**: After the contact completed will any items used to gather/store/upload information be required to be turned over?
   **Answer:** All equipment required to deliver services under this Contract are to be provided, and will be retained, by the Contractor.

7. **Question:** page 3 Since LTSS will be used to input the responses from the client into the an existing data base/platform why is there a requirement for a disaster recovery platform?
   **Answer:** The Contractor is required to enter survey data into LTSSMaryland. There are two reasons for this: 1) LTSSMaryland can be unreliable and the Contractor is responsible for ensuring that no data collected is lost. The Contractor is responsible for ensuring survey data is retrievable should there be a disruption to LTSSMaryland, and 2) To the extent that other information relevant to the provision of services under this Contract is necessary and maintained outside of LTSSMaryland, the Contractor would be responsible for recovering that data.

8. **Question**: Does LTSS not have an existing disaster recovery system and how can this RFP request the offer or to guarantee information storage and data safety/integrity.
   **Answer:** Yes. See response above.

9. **Question:** If data back-up is required please specify what percentage and how the information will be separated for the coverage to be applied?
   **Answer:** All data collected should be retrievable should there be a disruption to LTSSMaryland. I do not understand the second part of the question – please provide clarification.

   **\* Additional outstanding questions and answers will be posted as soon as possible**